

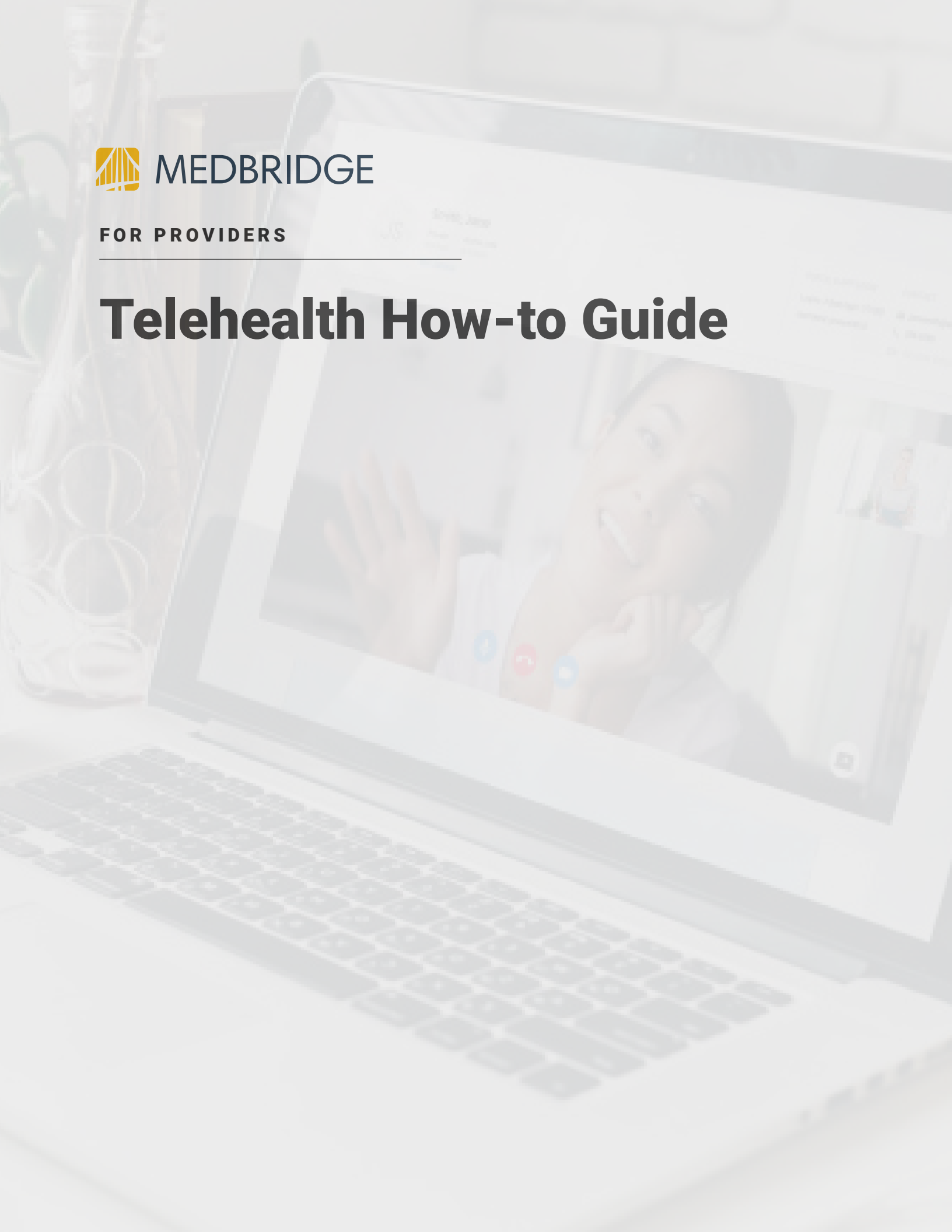


MEDBRIDGE

FOR PROVIDERS

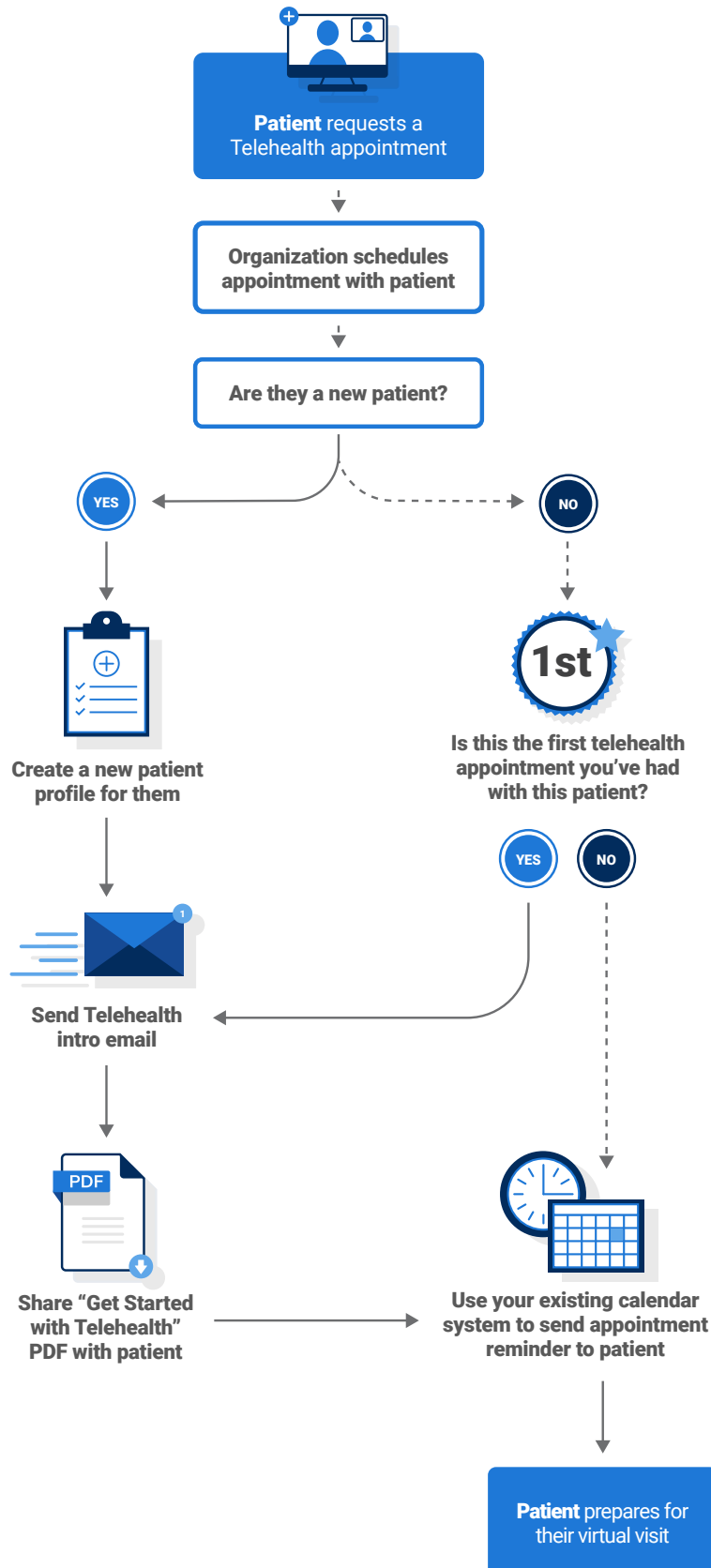
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# Telehealth How-to Guide



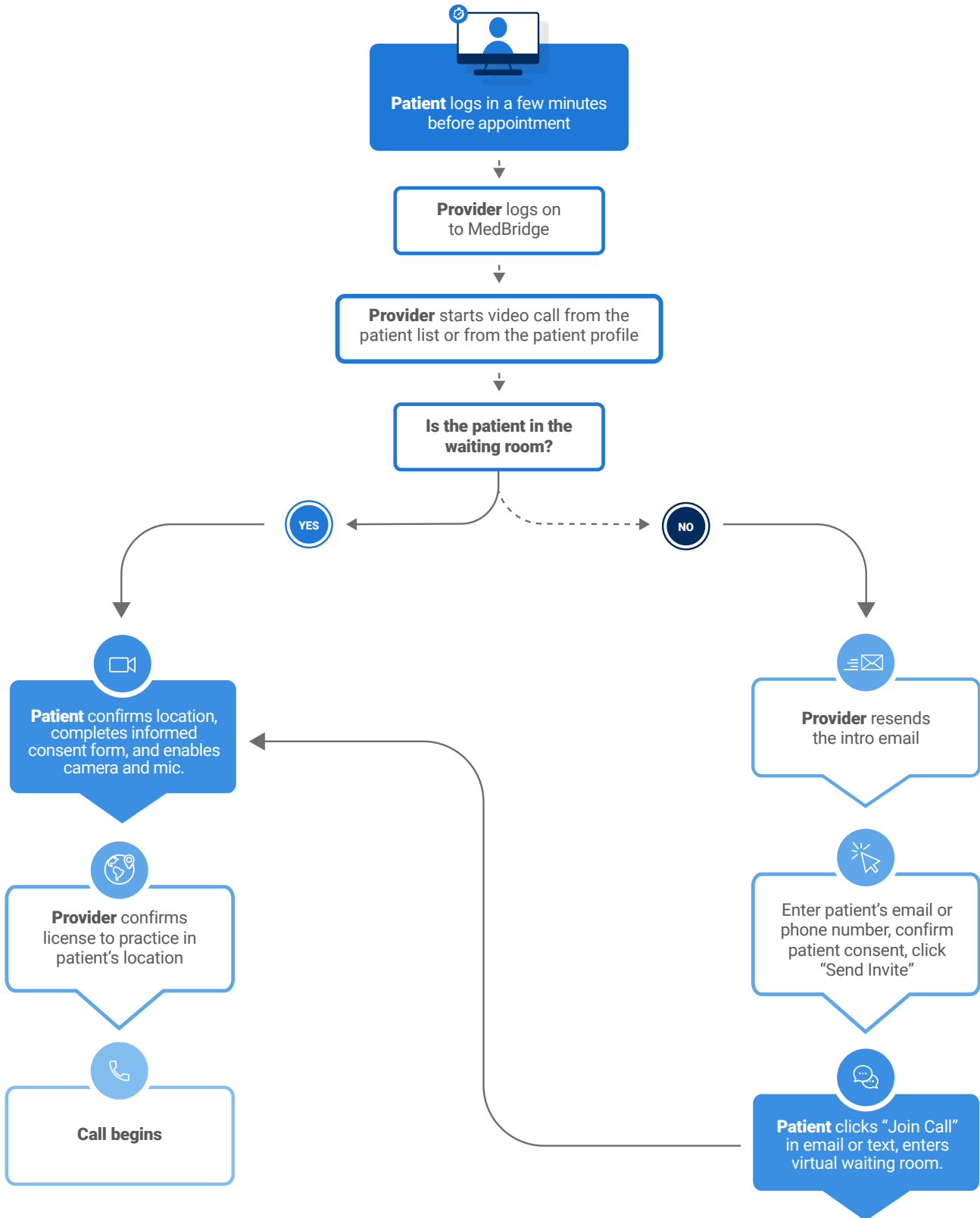
# Telehealth Appointment Workflow

## Scheduling Telehealth Appointment



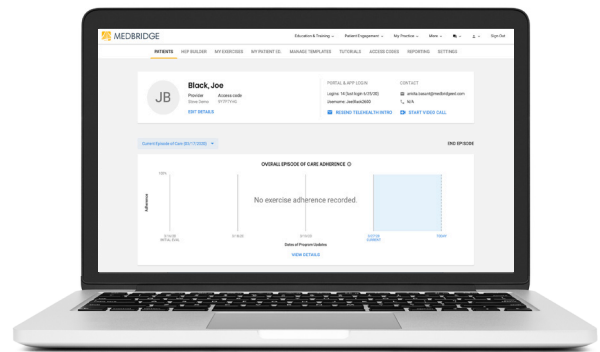
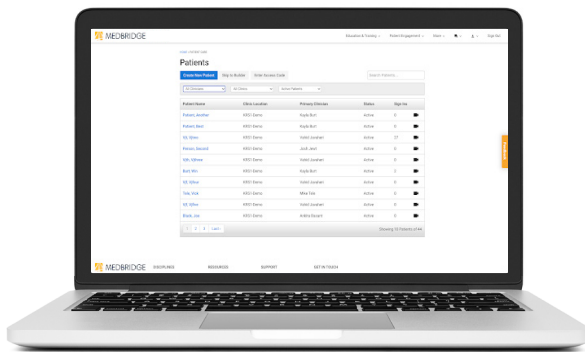
# Telehealth Appointment Workflow


## Day of Appointment




## Scheduling a Telehealth Visit

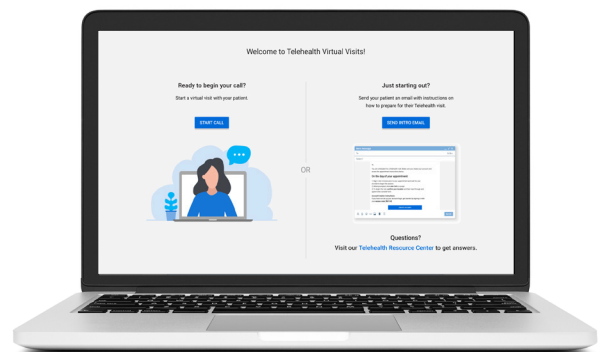
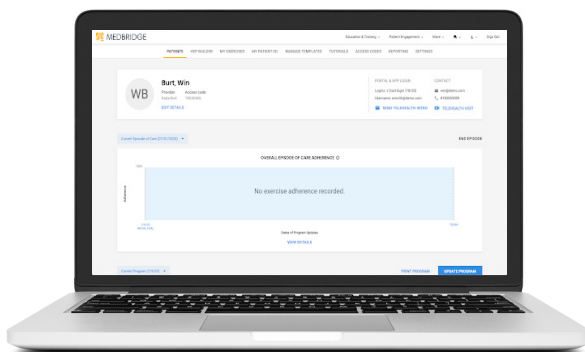
- 1 Sign in to MedBridge and navigate to **PATIENTS**.
  - A For an existing patient, search for your patient's name.
  - B For a new patient, select **Create New Patient**.
- 2 From the selected patient's patient profile, select **SEND TELEHEALTH INTRO** to help prepare your patient for the virtual visit. This triggers a reminder email, which contains the link to join the telehealth call with one-click access.





 **Tip:** You can assign HEP and patient education prior to the Telehealth visit as well as create or update HEP during the visit.

## Initiating the Virtual Visit

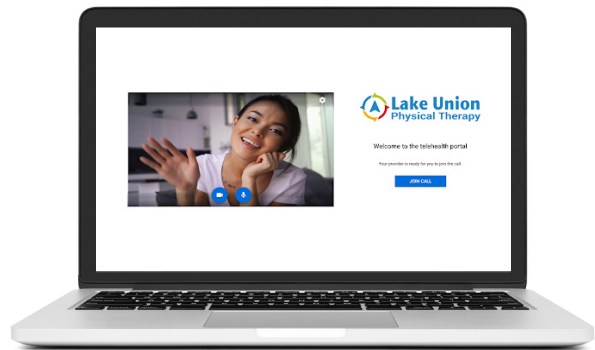
- 1 You can start the visit from the patient list by clicking on the Telehealth icon  or you can navigate to the patient profile, click **TELEHEALTH VISIT** or resend the invite email.




 **Tip:** If you are using Telehealth for the first time, be sure to allow the platform to access your camera and mic. You can also click on the gear  icon in the top right corner of the video window to adjust these settings anytime during the call.

## Initiating the Virtual Visit *(Continued)*

- 2 The dynamic messaging in the virtual waiting room will inform you of the patient's current status. If they are not logged in, you can resend the invite via email or text message to notify them that you are ready to begin the visit. The patient will also see dynamic messages regarding your availability on their end. If your patient is in the virtual waiting room, you can begin the visit after confirming your license state to practice.




## Conducting Your Telehealth Visit

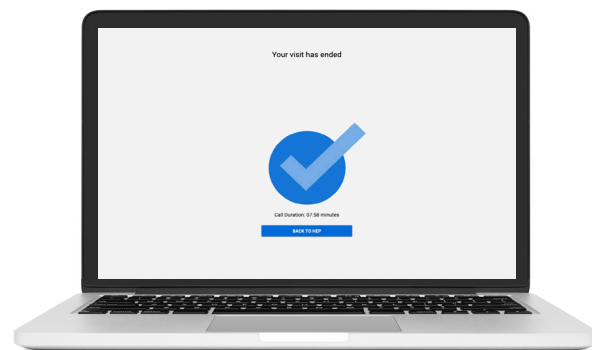
- 1 During the call, you can create or update HEP to share with your patient by clicking the  icon.


- 2 You can live stream exercises during the visit or demo the exercise. The video window can be resized and moved for better visibility.



- 3 You can also track the call duration during the call using the time tracker. This information is also provided in the post-call summary. If you need to adjust your camera or mic settings during the call, just click on the  icon.

- 4 If you get disconnected during the visit, you can rejoin again from your patient's profile. Your patient will be notified that the call was disconnected and receive instructions to rejoin by clicking on the link in their invitation email or text message.



**To end the call,** click on the  icon. When your call has ended, you will see the call duration summary for your notes.